

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
3404 E. Harmony Road  
Mail Stop 35  
Fort Collins, Colorado 80528

PATENT APPLICATION

ATTORNEY DOCKET NO. 200309365-1

Inventor(s): **Sherif Yacoub**

Confirmation No.: 2032

Application No.: 10/699,264

Examiner: Phan, Joseph T.

Filing Date: **October 30, 2003**

Group Art Unit: 2614

Title: **SYSTEM AND METHOD FOR CALL CENTER DIALOG MANAGEMENT**

Mail Stop Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT**

Transmitted herewith is/are the following in the above-identified application:

- ☒ Response/Amendment  
☐ New fee as calculated below  
☐ No additional fee  
☐ Other \_\_\_\_\_ Fee\$ \_\_\_\_\_
- ☐ Petition to extend time to respond  
☐ Supplemental Declaration

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	20	MINUS	22	= 0	X \$52	\$ 0
INDEP. CLAIMS	6	MINUS	8	= 0	X \$220	\$ 0
<input type="checkbox"/> FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$390	\$ 0
EXTENSION FEE	<input type="checkbox"/> 1st Month \$130	<input type="checkbox"/> 2nd Month \$490	<input type="checkbox"/> 3rd Month \$1110	<input type="checkbox"/> 4th Month \$1730		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

Sherif Yacoub

By: /Nathan E. Stacy/

Nathan E. Stacy

Attorney/Agent for Applicant(s)

Reg No. : 52,249

Date : June 11, 2010

Telephone : 832-375-0200